

Abstract

A method for operating a communication network (KN) in which a call center (CC) transmits data to a communication subscriber (TlnA), the call center comprising organization units (OE1,...,OE_k,...,OE_m) which are arranged with a topological distribution in the communication network and are connected to switching nodes (VK), having the following steps:

- an available first organization unit (OE1) which is locally closest to the communication subscriber (TlnA) is ascertained,
- a first communication channel (KK1) is set up between the first and a second organization unit (OE_m) which contains the data to be transmitted in a memory (DS_m)
- the data are transmitted from the second organization unit (OE_m) to the first organization unit (OE1),
- a second communication channel (KK2) is set up between the first organization unit (OE1) and the communication subscriber (TlnA),
- the data are transmitted from the first organization unit (OE1) to the communication subscriber (TlnA).

Figure